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PRODUCT CODE: B202/B178/B180

APPLICABLE MODEL:

GESTETNER - DSc428/DSC435/DSc445

LANIER - LD328c/LD335c/LD345c

RICOH - AFICIO 3228C/3235C/3245C

SAVIN - C2824/C3528/C4535

GENERAL:

The attached document is the Troubleshooting Guide for the B202/B178/B180. Please use this guide as a supplement to your service manual.

The revised areas have been highlighted by an arrow ⇒.



■ TROUBLESHOOTING GUIDE

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1. PAPER FEED ERRORS

Subject	Symptom	TSB #	Cause	Solution	Note
Bypass tray	Paper cannot be fed when the paper side fence is moved during printing.	Firmware History	Engine firmware	Install the latest engine firmware.	Ver. 1.14 or later
Fusing unit	Jams and damage to paper when the customer uses paper that was already printed on one side.	TSB 008	The B202/B178 /B180 uses a different type of toner, so the fusing unit characteristics are different. This causes problems with toner from other models.	Tell the customers not to use paper that was already printed on one side by another copier. (Paper that was output from a B202/B178 /B180 should be OK.)	

2. COPY PROCESS

Subject	Symptom	TSB #	Cause	Solution	Note
TD sensor not initialized	Not executed even if the toner cartridge is set correctly when SP 2223 3 is set to 1.	Firmware History	Engine firmware	Install the latest engine firmware.	Ver. 1.15 or later
Insufficient toner transfer	Occurs at the edge of the paper when the transfer bias is set to less than 2microAmps	Firmware History	Engine firmware	Install the latest engine firmware.	Ver. 1.16 or later
Add Paper displayed, but there is paper	Displayed for Tray 1 or 2 when the machine warms up to the Ready condition, even when there is paper inside Tray 1 or Tray 2.	TSB 010	When the tray is pushed in, the rear side of the tray does not push the pick-up lever. As a result, the machine cannot detect the paper in the tray.	Attach a seal to the rear side of the tray, which will ensure that the pick-up lever is pushed and the machine detects the paper.	

3. CONNECTIVITY

Subject	Symptom	TSB #	Cause	Solution	Note
Scan Router	Multiple page documents scanned with the single-page PDF setting will be sent to the ScanRouter server as multiple TIFF files.	Firmware History	Scanner firmware	Install the latest Scanner firmware	Ver. 1.08 or later
Scan Router	The PDF counter is incremented instead of the TIFF (Multi/single) counter when scanned data is sent to a ScanRouter Server.	Firmware History	Scanner firmware	Install the latest Scanner firmware	Ver. 1.08 or later
NRS	SC195 not reported	Firmware History	System firmware	Install the latest System firmware	Ver. 1.25.1 or later
NRS	SC code occurrence numbers not reported	Firmware History	System firmware	Install the latest System firmware	Ver. 1.25.1 or later
Web Image Monitor	Cannot be used if a CSV file of the Journal is downloaded after a network reboot (NCS reboot) is performed.	Firmware History	Fax firmware	Install the latest Fax firmware	Ver. 03.00.00 or later
Web Image Monitor	If we specify the location of the Cover Sheet Tray or Slip Sheet tray via WIM, the changes are not reflected in the Tray Icons on the operation panel.	Firmware History	Websys firmware	Install the latest Websys firmware	Ver. 1.15 or later
Web Image Monitor	The Finisher Booklet Tray is not displayed in the Output Tray list in WIM.	Firmware History	WebSys firmware	Install the latest WebSys firmware	Ver. 1.15 or later
Smart Device Monitor	If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these will be displayed on the machine's operation panel as the ASCII representations of the single byte values.	Firmware History	Netfile firmware	Install new Netfile firmware	Ver 0.39 or later
Smart Device Monitor	The Folder authentication setting in the address book cannot be changed to 'Do not specify' using the SDM Address Management Tool. It is possible to select 'Do not Specify'. However, the selection will not be applied to the machine.	Firmware History	Netfile firmware	Install new Netfile firmware	Ver 0.39 or later

Subject	Symptom	TSB #	Cause	Solution	Note
Smart Device Monitor	if multiple PCs are accessing the machine at the same time, cannot configure the machine using SDM for Admin's "User Management Tool".	Firmware History	Netfile firmware	Install new Netfile firmware	Ver 1.00 or later
eCabinet	If the 'Capture Server IP address' is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address.	Firmware History	Netfile firmware	Install new Netfile firmware	Ver 0.39 or later
DeskTop Binder	if multiple PCs are accessing the machine at the same time, cannot use DeskTopBinder to send scanned files from the Document Server to a server such as ScanRouter.	Firmware History	Netfile firmware	Install new Netfile firmware	Ver 1.00 or later
Document server	Fax Document Server files are not sent to the delivery server, even when the fax transfer setting in ScanRouter is ON.	Firmware History	System firmware	Install the latest System firmware	Ver. 1.27 or later

4. PRINTING

Subject	Symptom	TSB #	Cause	Solution	Note
Cannot print	Sometimes after a power cycle, the machine cannot accept jobs from standard TCP/IP or SDM ports.	Firmware History	NIB firmware	Install the latest NIB firmware	Ver 4.13.2 or later
Printer stalls	If a duplex job is sent using the RPCS driver and cancelled	Firmware History	Printer firmware	Install the latest Printer firmware	Ver 1.21 or later
Print job cancelled	PDF Direct Print jobs sent via DeskTopBinder in driverless mode, will be cancelled if user code authentication is enabled.	Firmware History	Printer firmware	Install the latest Printer firmware	Ver 1.22 or later
Slow printing	When PCL data is printed using fonts on the HDD	Firmware History	Printer firmware	Install the latest Printer firmware	Ver 1.23 or later
Cannot print to an SDM port	If multiple PCs are accessing the machine at the same time.	Firmware History	Netfile firmware	Install new Netfile firmware	Ver 1.00 or later

5. OPERATION PANEL

Subject	Symptom	TSB #	Cause	Solution	Note
Nothing on the LCD	The scanner DC harness disconnected from the SIO board.	TSB 004	Vibration or shock during shipping.	Reconnect the harness.	
Start button LED does not turn on	The scanner DC harness disconnected from the SIO board.	TSB 004	Vibration or shock during shipping.	Reconnect the harness.	
Incorrect display language	The first line of the LCD is displayed in Korean, instead of English.	Firmware History	FCU firmware	Install the latest FCU firmware	Ver 05.00.00 or later

6. SECURITY

Subject	Symptom	TSB #	Cause	Solution	Note
Windows Authentication	Available functions cannot be restricted to groups using a domain controller in a different subnet.	Firmware History	NIB firmware	Install the latest NIB firmware	Ver 4.13.2 or later
Permit Simple Encryption	The machine cannot be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.	Firmware History	Netfile firmware	Install new Netfile firmware	Ver 1.00 or later

7. ERROR CODES

Subject	Symptom	TSB #	Cause	Solution	Note
Jam 22	Occurs at incorrect times	Firmware History	Engine firmware bug that occurs under the following conditions: B178, LT (SEF), Tray 3, ACS, 10 originals	Install the latest engine firmware.	Ver. 1.14 or later
SC393	Immediately after installation or dev. unit replacement	TSB 002	1. Defective electrical connection for the TD sensor 2. TD sensor not installed correctly	1. Take out the dev unit and put it back in. If that does not work, replace the dev unit. 2. Press the TD sensor firmly against the frame of the development unit.	
SC672	If multiple PCs access the Document Server using WIM to download PDF files	Firmware History	Netfile firmware	Install the latest Netfile firmware.	Ver. 1.00 or later
'Reset the Development unit'	Immediately after installation or dev. unit replacement	TSB 002	1. Defective electrical connection for the TD sensor 2. TD sensor not installed correctly	1. Take out the dev unit and put it back in. If that does not work, replace the dev unit. 2. Press the TD sensor firmly against the frame of the development unit.	

8. OPTIONAL UNITS

Subject	Symptom	TSB #	Cause	Solution	Note
Booklet finisher: Edges of folded sheets not parallel	Grounding plate bent at installation	TSB 001	Error by the technician when removing the packing tape.	Repair or replace the grounding plate. Instruct technicians how to install correctly.	
Booklet finisher: Loud noise	Grounding plate bent at installation	TSB 001	Error by the technician when removing the packing tape.	Repair or replace the grounding plate. Instruct technicians how to install correctly.	

9. SCANNING

Subject	Symptom	TSB #	Cause	Solution	Note
Compression error	The grayscale 'Compression' setting in the Scanner System is wrong. - Low compression produces low-quality images with high compression. - High compression produces high-quality images with low compression.	Firmware History	Scanner firmware	Install the latest scanner firmware.	Ver. 1.08 or later
Not all pages scanned	Only the first page is scanned Conditions: Simplex, Mixed-sized Originals (A4T and A3), Frame Deletion, Stamp	Firmware History	IPU firmware	Install the latest IPU firmware.	Ver. 1.13:04 or later

10. IMAGE PROBLEMS

Subject	Symptom	TSB #	Cause	Solution	Note
Abnormal image	The image appears abnormal.	Firmware History	IPU firmware	Install the latest IPU firmware.	Ver. 1.10.1:04 or later
White lines	If the original is scanned in ADF mode at 151% and A4 to A3 size reduction.	Firmware History	IPU firmware	Install the latest IPU firmware.	Ver. 1.13:04 or later
Colors not reproduced correctly	The colors of the images that use a 2 bit or 4 bit Indexed Color Space cannot be properly reproduced.	Firmware History	PS3 firmware	Install the latest PS3 firmware.	Ver. 1.01 or later

11. NOISE

Subject	Symptom	RTB #	Cause	Solution	Note
Booklet finisher: Loud noise	Grounding plate bent at installation	TSB 001	Error by the technician when removing the packing tape.	Repair or replace the grounding plate. Instruct technicians how to install correctly.	
Noise from fusing unit	Loud clicking noise	TSB 003	The space between the pressure roller and the gear for the pressure roller causes the sound.	Attach a spacer, as shown in the TSB.	

12. FAX

Subject	Symptom	TSB #	Cause	Solution	Note
Cannot receive through a PBX		TSB B712-001	The ring signal from the PBX is not compatible with the machine's default settings.	Change the default settings, as shown in the TSB.	
Communication interrupted	If the machine mode is changed and IP-FAX Switch 03/bit 4 is ON.	Firmware History	Fax firmware	Install new Fax firmware.	Ver 02.00.00 or later
Transmission result notification by e-mail	Does not work	Firmware History	Fax firmware	Install new Fax firmware.	Ver 02.00.00 or later
IP-FAX	Does not work if SIP/UDP communication is done repeatedly (memory shortage).	Firmware History	Fax firmware	Install new Fax firmware.	Ver 02.00.00 or later
Batch transmission	A Batch Transmission job made up of 500 files stops, and cannot be sent manually.	Firmware History	FCU firmware	Install the latest FCU firmware.	Ver 04.00.00 or later
Fax time displayed incorrectly	12-hour clock is used (Korean)	Firmware History	FCU firmware	Install the latest FCU firmware.	Ver 04.00.00 or later
Reports	The time and date for received faxes are not printed out in the correct order on reports (Chinese, Taiwanese, Korean).	Firmware History	FCU firmware	Install the latest FCU firmware.	Ver 04.00.00 or later
Reports	The minute and second are not printed out correctly on reports (Chinese, Taiwanese, Korean).	Firmware History	FCU firmware	Install the latest FCU firmware.	Ver 05.00.00 or later
Ringing signal	Not detected	Firmware History	FCU firmware	Install the latest FCU firmware.	Ver 05.00.00 or later

13. OTHERS

Subject	Symptom	TSB #	Cause	Solution	Note
'Please wait'	Continue to show in the ready condition when the machine resumes printing after recovering from energy saver mode.	Firmware History	Engine firmware	Install the latest engine firmware.	Ver. 1.14 or later
Machine freezes	If Russian, Polish or Hungarian is the operation panel display language, the machine will stall if the paper size or type are mismatched.	Firmware History	Printer firmware	Install the latest Printer firmware	Ver 1.23 or later
Machine freezes	After a set number of PCL jobs are printed with HDD fonts.	Firmware History	Printer firmware	Install the latest Printer firmware	Ver 1.23 or later
Machine freezes	After 20,000 IP-FAX communications.	Firmware History	Fax firmware	Install new Fax firmware	Ver 02.00.00 or later
Machine freezes	When the IP-FAX port setting is programmed in SP3107-001-007.	Firmware History	Fax firmware	Install new Fax firmware	Ver 03.00.00 or later
Machine cannot boot	Cannot boot with the SDK application	Firmware History	System firmware	Install the latest System firmware	Ver. 1.25.1 or later
SMC report	The FCU version is not shown on SMC reports and SP7801-255	Firmware History	System firmware	Install the latest System firmware	Ver. 1.26 or later
Machine is too slow	Print/copy/scan are slower after the HDD data protection unit is installed.	Firmware History	System firmware	Install the latest System firmware	Ver. 1.26 or later
Machine is too slow	If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, this menu takes a long time to appear. This also happens in reverse.	Firmware History	Netfile firmware	Install the latest Netfile firmware	Ver. 1.00 or later
Incorrect wording	Spanish (email)	Firmware History	FCU firmware	Install the latest FCU firmware	Ver 04.00.00 or later
Incorrect wording	Dutch	Firmware History	FCU firmware	Install the latest FCU firmware	Ver 04.00.00 or later
Incorrect wording	Europe	Firmware History	FCU firmware	Install the latest FCU firmware	Ver 05.00.00 or later
Incorrect wording	Taiwan	Firmware History	FCU firmware	Install the latest FCU firmware	Ver 05.00.00 or later
Incorrect wording	Taiwan	Firmware History	LCDC firmware (Asia/Taiwan)	Install the latest LCDC firmware for Asia/Taiwan	Ver 1.11 or later